

COUNTY OF LOS ANGELES- DEPARTMENT OF
MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
January 16th, 2013

Misty Aronoff	ALMA	Windy Luna-Perez	Etti Lee Homes
Gloria Santos	Almansor MH	Victoria Greenwood	Five Acres
Makan Emadi	Arcadia MH	Melody Taylor Stark	Five Acres
Mirtala Parada Ward	Arcadia MH	Gassia Ekizian	Foothill Family
Fernando Reyes	Bienvenidos	Beth Foster	Hillsides
Lucia Lopez-Plunkett	Bienvenidos	Saul Zepeda	Hathaway-Sycamores
Mark Rodriguez	Bridges	Stella Tam	Heritage Clinic
Hanh Truong	Crittenton	Lauren Strine	Homes for Life Found.
Paula Randle	David & Margaret	Poonam Natha	Leroy Haynes Center
Bertrand Levesque	DMH	Mary CiFuentes	Maryvale
Greg Tchakmakjian	DMH	Joshua Epstein	Maryvale
Marc Borkheim	DMH	Gabriela Rhodes	MCKINLEY
Brenda Washington	DMH	Nicole Unrein	Pacific Clinics
Manuel Robles	DMH	Claudia Williams	Prototypes I-Can
Linh Hua	D'Veal	Judy Law	PUSD
Nancy Uberto	D'Veal	Rose Kosyan	SPIRITT
Michelle Hernandez	ENKI	Stephanie Schneider	The Family Center
		Elizabeth Owens	Tri-City MH
		Natalie Majors	Tri-City MH
		Laura Morales	Tri-City MH
		Adrine Bazikyan	Trinity
		Joe Bologna	Trinity

WELCOME

Bertrand Levesque welcomed the group followed by self-introductions.

REVIEW OF THE MINUTES

The minutes were reviewed and accepted with two changes. The name of Lauren Strine as oppose to Karen Hine. Paula Randle was in attendance at the December meeting. The minutes were accepted by Michelle Hernandez and seconded by Robin Washington.

QUALITY IMPROVMENT – Melody Taylor Stark

Cultural Competency

Meetings are 2nd Wednesday of each month

Next meeting February 13, 2013, 1:30 – 3:30

695 S. Vermont Avenue, 15th Floor Glass Conference Room

Contact: Sandra Chang-Ptasinski

(213) 251-6815

SChang@dmh.lacounty.gov

Cultural Competency will begin discussions on 4 focus areas:

1. Findings in the State Multicultural Services report on reducing disparities
2. Reduction in Criminality – better needs assessment to address reasons people end up in the justice system vs. the mental health system.
3. Trainings on Integration and Spirituality models
4. Maintain in column in DMH internal e-news Newsletter

A goal of Cultural Competency is to have all Service Area represented.

OFFICE OF THE MEDICAL DIRECTOR

Peer Review: The Psychiatric Peer Chart Review that focuses on consumers prescribed five or more psychotropic medications are in process. Established pharmacology protocols are being applied. A report will be available in February 2013.

Electronic Prescriptions: In connection with the IBHIS implementation, prescriptions will be entered directly by the prescribers into IBHIS (Integrated Behavioral Health Information System that will replace the IS.) The system will have more robust capabilities and will replace the PATS system for Directly Operated Clinics only during the initial implementation stages. The plan is to have the system in place by Fall 2013. Information is forthcoming for Contract Providers as it relates to discontinuing PATS.

Medications for Co-occurring disorders: Updates to medications for co-occurring disorders are available on the formularies/parameters on the DMH website.

PATIENT RIGHTS REPORT

Review of Patient Rights Report: Report was distributed for review. Patient's Rights Report monitors beneficiary satisfaction and relates to the overall QI Plan: Monitoring Beneficiary Satisfaction.) There are areas where statistics with negative impact have increased and DMH is reviewing the reasons.

- **Change of Provider / Grievance Appeal**

Over last few years the reporting from agencies has improved (more detailed and precise) which has resulted in an up swing in statistics. The Change of Provider report at the end of the month can be sent email if no consumer information is identifiable.

ACCESS

ACCESS has recently upgraded the phone system. The system will allow for better support delivery and also allow supervisors to look at ACCESS services in real time. The system will also allow for better data to be used for Quality Improvement/Assurance purposes.

Survey Data

The data has been compiled and the results are expected soon. There were 10,452 surveys turned in above the expected 7,000. DMH is pleased with the response.

February 2012 survey which was done in collaboration with UCLA: data is now available. DMH will send an IS blast this week that contains a link for each Legal Entity to register one staff who will be able to access the reports for their agency. The full report is also available online at: <http://psbqi.dmh.lacounty.gov/QI.htm>

QUALITY ASSURANCE – Gassia Ekizian

Basic Documentation Training

- ✓ Basic Doc training Feb has been cancelled
- ✓ Fee for Service Training – January 29th
- ✓ COS Training – February 4th – for both Directly Operated and Contract Providers

Katie A Update

Department of Health Care Services (DCHS) and the International Code Council (ICC) and IBHIS Documentation and Claiming Manual have been revised. Jennifer Hallman, DMH has had a big role in re-writing this manual. We must state certain services are being provided. The manual is coming out and will be more compact. Recycle the old manual.

Program Review/Certification

NPI changes or service provision changes – Contractors make sure you are contacting the District Chief for changes. Re-certifications are being delayed 2-3 month when changes are done without notifying the District

Chief. Sanctions List and Exclusion Policy - 112.05 – ensure policy is part of the Medi-Cal Certification and Re-certification Binder.

Request to update Provider Information

Head of Service Report – Bertrand mailed out link to providers. Head of Service is how agencies will be notified of the State System Review. It is an expectation that agencies will go in and check and follow-up with correct information.

Senate Bill No 1407 – Effective January 1, 2013

Prohibits a psychotherapist that knows a minor has been removed from biological parents/guardian to release and disclose information based solely on a previously authorized Release/Disclosure Form, once a child is removed from the home. Previous authorized releases signed by the biological parent/guardian are null and void. Even if the parents rights are returned. If they are requesting medical records, they will not be able to obtain those medical records. It is not known if parents can receive information for the care of services.

Discuss with your agency legal counsel. DMH will be putting something out for Directly Operated Clinics and some suggestions from Contractors. To review Senate Bill 1407, please go to:

http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201120120SB1407

Children Out-of-County

This impacts those children residing in Los Angeles County with Medi-Cal in other counties. DMH has implemented Out of County forms – DMH forms on website.

- [MH5120 SB785 Client Assessment](#)
- [MH5121 SB785 Client Assessment Update](#)
- [MH5122 SB785 Client Plan](#)
- [MH5123 SB785 Progress Notes - Day Rehabilitation Services](#)
- [MH5124 SB785 Progress Notes - Day Treatment Intensive Services](#)
- [MH5125 SB785 Service Authorization Request](#)

There was some discussion over whether these forms will replace forms or are in conjunction with current forms. DMH is still sorting out whether both DMH and these forms are to be used or just to be used for foster children, Kingap and Aid to Adoptive families.

OTHER ISSUES

System Review/Chart/Medical Records

- ✓ February 14th (Liaison – QA lead) training on the chart audit
- ✓ February 19th (providers of the charts contacted that will be audited)
- ✓ February 20 -22nd, be available to bring charts with a licensed clinician. Clinician will be there to speak with someone. Can be a clinician of that agency and a Quality Assurance representative.
- ✓ Make sure that employee records are up-to-date.
- ✓ Be ready for test calls – some providers may be asked to speak to providers about Outreach to homeless. What is the outreach about? How do we outreach to the homeless?

Ancillary Folder Checklist

Seven areas to focus on:

1. Client Name and IS#
2. Chart Order
3. Claiming Support Documents
4. IS Screen Prints
5. Voided Claims
6. Staff Information Sheet
7. Staff Category Verification

Beneficiary Access Service Request Logs

Those agencies that are supposed to submit their Beneficiary Access Services Request Logs must do so by January 31st or February 1st at the latest.

Code Changes Update

- The PowerPoint has been updated in the system. More definition in terms of the medication progress notes. The codes reflect the severity and complexity of the case. If it is an initial evaluation by the psychiatrists, it requires a more complex session. The code on the forms cannot be changed (cannot cross out and write in a different code). The medication procedure codes are not based on the face-to-face time, or prescribed medication but the severity of the symptoms and the complexity of the case. The new medication procedure codes have been assigned a code by the severity of the case, not by the face-to-face time.
- Medication forms online are mandatory for Directly Operated and optional for Contractors.
- M0064 is no longer being used by DMH Directly Operated Clinics.
- PowerPoint changes: psychological testing – psych assistant registered with the board has been removed. Components – focus on severity, not the face-to-face time.
- Psychotherapy and Crisis code: =Qualified psychotherapist only can use this code.
- Medication codes: code is based upon clinical issues. Severity really means a set of components; American Medical Association (AMA) will show what doctors will be looking at. Top of the form, you will input face-to-face time; documentation time.
 - Home means the actual home of the client, not a residential facility.
 - Residential facility means other outpatient location of the client.
- Forms are newly updated effective December 2012. If you are not using the forms, make sure the psychiatrists are hitting all the requirements.

See Clinical Record Bulletin Edition 2012-02, dated December 19, 2012

Announcement

No announcements

Adjournment

Bertrand thanks everyone for attending and adjourned the meeting at

Minutes recorded by: Elizabeth Owens
Quality Improvement Committee

Minutes approved by: Bertrand Levesque, Gassia Ekizian, Melody Taylor Stark
Quality Improvement Committee

Next Meeting:

The next meeting will be February 20, 2013 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. Telephone: (626) 227-7014.